Board of Pardons and Parole Incidents Report

3/1/2010 to **3/31/2010** as of **4/1/2010**

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - FCR Met

				Low	Total
Metro C Desktop Support	**_No Tier 2**	**None**	**Navision Offender and**	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Network	**None**	**None**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			2 1	2 1
Metro C Help Desk	**_No Tier 2**	**None**	**Navision Offender and**	2 2	2 2
			Novell GroupWise	1 1	1 1
			Total	3 3	3 3

				Low	Total
Metro C Help Desk	**_No Tier 2**	**Total**		3 3	3 3
	Network	**None**	**None**	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			4 4	4 4
Total				6 5	6 5

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

				Low	Total
Metro C Desktop Support	**_No Tier 2**	**None**	**Navision Offender and**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Network	**None**	**None**	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			2 1	2 1
Metro C Help Desk	**_No Tier 2**	**None**	**Navision Offender and**	2 0	2 0
			Novell GroupWise	1 0	1 0
			Total	3 0	3 0
		Total		3 0	3 0
	Network	**None**	**None**	1 0	1 0

				Low	Total
Metro C Help Desk	**Network**	**None**	**Total**	10	10
		Total		10	10
	Total			40	40
Total				61	61

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

				Low	Total
Metro C Desktop Support	**_No Tier 2**	**None**	**Navision Offender and**	1 0.53	1 0.53
			Total	1 0.53	1 0.53
		Total		1 0.53	1 0.53
	Network	**None**	**None**	1 2.70	1 2.70
			Total	1 2.70	1 2.70
		Total		1 2.70	1 2.70
	Total			2 1.62	2 1.62
Metro C Help Desk	**_No Tier 2**	**None**	**Navision Offender and**	2 0.03	2 0.03
			Novell GroupWise	1 0.03	1 0.03
			Total	3 0.03	3 0.03
		Total		3 0.03	3 0.03
	Network	**None**	**None**	1 0.02	1 0.02

				Low	Total
Metro C Help Desk	**Network**	**None**	**Total**	1 0.02	1 0.02
		Total		1 0.02	1 0.02
	Total			4 0.03	4 0.03
Total				6 0.56	6 0.56

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	**Total**
Metro C Desktop Support	**_No Tier 2**	**None**	**Navision Offender and**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Network	**None**	**None**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			2 0	2 0
Metro C Help Desk	**_No Tier 2**	**None**	**Navision Offender and**	2 0	2 0
			Novell GroupWise	1 0	1 0
			Total	3 0	3 0
		Total		3 0	3 0
	Network	**None**	**None**	1 0	1 0
			Total	1 0	1 0

			Low	Total
Metro C Help Desk	**Network**	**Total**	10	10
	Total		40	40
Total			60	60

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

				Low	Total
Metro C Desktop Support	**_No Tier 2**	**None**	**Navision Offender and**	1 0.53	1 0.53
			Total	1 0.53	1 0.53
		Total		1 0.53	1 0.53
	Network	**None**	**None**	1 5.42	1 5.42
			Total	1 5.42	1 5.42
		Total		1 5.42	1 5.42
	Total			2 2.98	2 2.98
Metro C Help Desk	**_No Tier 2**	**None**	**Navision Offender and**	2 0.03	2 0.03
			Novell GroupWise	1 0.03	1 0.03
			Total	3 0.03	3 0.03
		Total		3 0.03	3 0.03
	Network	**None**	**None**	1 0.02	1 0.02

				Low	Total
Metro C Help Desk	Network	None	Total	1 0.02	1 0.02
		Total		1 0.02	1 0.02
	Total			4 0.03	4 0.03
Total				6 1.01	6 1.01

INC000000086825	_No Tier 2	None		Navision Offender and Re		TIR Missed:	No	TIR:	0.53
	Metro C Desktop Support	Board of Pardons and Pa	Low		Closed	TTR Missed:	No	TTR:	0.53
INC000000088108	_No Tier 2	None		Navision Offender and Re		TIR Missed:	No	TIR:	0.04
	Metro C Help Desk	Board of Pardons and Pa	Low		Closed	TTR Missed:	No	TTR:	0.04
INC000000090375	_No Tier 2	None		Navision Offender and Re		TIR Missed:	No	TIR:	0.02
	Metro C Help Desk	Board of Pardons and Pa	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000094921	_No Tier 2	None		Novell GroupWise		TIR Missed:	No	TIR:	0.03
	Metro C Help Desk	Board of Pardons and Pa	Low		Closed	TTR Missed:	No	TTR:	0.03

Network

INC000000096677	Network	None		None		TIR Missed:	No	TIR:	0.02
	Metro C Help Desk	Board of Pardons and Pa	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000097427	Network	None		None		TIR Missed:	Yes	TIR:	2.70
	Metro C Desktop Support	Board of Pardons and Pa	Low		Resolved	TTR Missed:	No	TTR:	5.42

Capitol Preservation Board Incidents Report

3/1/2010 to **3/31/2010** as of **4/1/2010**

Capitol Preservation Board

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - FCR Met

				Low	Medium	Total
Capitol Desktop Support	_No Tier 2	None	None	1 0	1 0	2 0
			Total	1 0	1 0	2 0
		Total		1 0	1 0	2 0
	Total			1 0	1 0	2 0
Total				1 0	1 0	2 0